

## Summaries of Kleps Award Nominations 2003

### **Category 1 (2-6 AJP)**

**Court:** Calaveras Superior Court  
**Project:** Co-Parenting Education  
**Contact:** Diane Goodman, Family Court Services Director  
**Phone Number:** (209) 754-6832  
**E-mail Address:** dgoodman@co.calaveras.ca.us

Calaveras Superior Court offered a series of co-parenting education classes through a grant from First Five Calaveras. The class consisted of 8 two-hour sessions and it was offered four times during the year. The curriculum was purchased through *Active Parenting Publishers* and was developed by Susan Blyth Boyan, M.Ed., LMFT and Ann Marie Termini, M.S, L.P.C. The court also offered child-care for the parents. The central theme of the program is to teach parents how to shield children from conflict and how to negotiate changes in the parenting plans without the need for court intervention.

**Court:** Inyo Superior Court  
**Project:** Night Court for Child Support Calendar (*Kleps Award Winner*)  
**Project Contact:** Terry Lee, Child Support Commissioner  
**Phone Number:** (760) 387-0045  
**E-mail Address:** terrylee@qnet.com

The major goal of the child support system is to have both parents working and supporting their children. In Inyo County, most work is available only during the day. In order to allow parents to attend court without being adversely impacted economically, it was decided to institute a night calendar. Night court is designed to increase access and, consequently, participation in court proceedings. The efficiency and effectiveness of the court is enhanced not only by increased participation of parents, but also by the presence of other resources such as the Family Law Facilitator. While only Inyo County has a night calendar for child support cases, it can be replicated in other counties when the partners recognize the common benefits and coordinate their efforts to that end.

**Court:** Siskiyou Superior Court  
**Project:** Visual Guides to the Courts (*Kleps Award Winner*)  
**Contact:** Lisa Hicks, Grant Specialist  
**Phone Number:** (530) 841-4005  
**E-mail Address:** lhicks@siskiyou.courts.ca.gov

Siskiyou Superior Court began developing public education brochures in response to the public's request for help to work within the court system. Native Americans, Siskiyou County's second largest minority group, traditionally exchange information through storytelling. The public and service partners helped the court develop visual storytelling brochures of court processes. The brochure flow charts describe court processes from the public's point of view. Yellow boxes indicate things to do, blue indicate places to be. Symbols further describe a step; a hand holding a paper indicates filing a form, a stick person with a star badge indicates law enforcement, etc. Boarder pictures portray Siskiyou cultures. Brochures have spaces for case number, court dates, and notes. Soft garden colors are calming. Folded brochures have a process title front,

mailer back, the backside has a glossary and court locations. Eight brochures are produced with six Spanish translations. All are available for other court customization.

## **Category 2 (7-19 AJP)**

**Court:** Placer Superior Court  
**Project:** Cost Saver Suggestion Program  
**Contact:** Nancy Davis, Supervising HR Analyst,  
**Phone Number:** (530) 530-886-1242  
**Email Address:** ndavis@placerco.org

This program was initiated in response to this court's effort to reduce expenditures, generate revenues, and streamline workflow. The goals of the program are to reduce the cost of court operations, increase court revenue, and maximize the use of court personnel by eliminating unnecessary, redundant, and repetitive job tasks. The Human Resources Department administers the Cost Saver Suggestion Program. A staff member who wishes to make a suggestion completes a suggestion form. Suggestions are evaluated by the subject matter experts as determined by the nature and subject of the suggestion. Court Administration then makes a decision whether to adopt the suggestion based on the evaluation and research. If the suggestion is adopted, the employee wins recognition and a certificate signed by the Presiding Judge.

**Court:** San Luis Obispo Superior Court  
**Project:** Community Law Night & Superior Court Open House  
**Contact:** Dale Magee, Community Outreach Coordinator  
**Phone Number:** (805) 462-1986  
**E-mail Address:** ddmagee@charter.net

On May 1, 2003, the court hosted the first-ever *Community Law Night and Superior Court Open House*, co-sponsored by the county Bar Association. Over 300 members of the public attended. 95 presenters and court employees staffed the event. This event stemmed from the public's requests for no- or low-cost legal assistance and services, and general education about the court system. The event also celebrated National Law Day. Our target audience was self-represented litigants, high school and college students, seniors and civic-minded individuals. *Law Night* offered eight legal assistance workshops led by attorneys, "Meet the Judge" Q&A forums; a courthouse tour, and a providers' fair of community agencies offering an array of law-related resources and services. Civil Department and Jury Services were open and staffed. *Law Night* was featured on the local NBC news affiliate, news and talk radio shows, a cable television show, and in our largest daily and weekly papers.

**Court:** Shasta Superior Court  
**Project:** Seek Work Calendar  
**Contact:** Susan Null, Court Executive Officer  
**Phone:** (530) 245-6761  
**Email Address:** snull@co.shasta.ca.us

The "Seek Work" calendar was established in September 2000, within the Family Support Court to specifically address unemployment issues for parents ordered to pay child support. The program has proven to be highly successful in assisting the parents with training and other needs that lead to employment. Often times the end results can be life changing. It is a rewarding opportunity for parents, the child support agency, the court, and most importantly, it can assure the financial well being of the involved

children.

**Court:** Yolo Superior Court (*Kleps Award Winner*)  
**Project:** Guardianship Facilitation and Outreach  
**Contact:** Karen Blank, Attorney  
**Phone Number:** (530) 666-8372  
**E-mail Address:** kblank@yolocourts.com

The Unified Family Court of the Yolo Superior Court (UFCY) is a nationally and state-wide recognized program. One of the UFCY's innovative services is its guardianship facilitation and outreach program. A court staff attorney facilitates a clinic on-site to assist *pro per* grandparents and other caretakers with the guardianship process. Judge Donna M. Petre, Co-Presiding Judge of the UFCY, and the attorney provide outreach regarding the guardianship facilitation program to government agencies, child protection groups, grandparents' advocates, and other organizations. As a result, guardianship petitions have increased by more than 100% since the program began in 1999. The program provides permanency for children and their caregivers, prevents parental abuse and neglect, and often renders the trauma and expense of dependency proceedings unnecessary. The program makes guardianship proceedings accessible to people who need them, increases the court's efficiency, and improves services to children and their families. The court has also facilitated a respite program for grandparents at a ranch at Stonyford, California.

### **Category 3 (20-49 AJP)**

**Court:** Fresno Superior Court  
**Project:** Succession Planning  
**Contact:** Patty Wallace, Grants Manager  
**Phone Number:** (559) 443-5560  
**E-mail Address:** pwallace@fresno.ca.gov

On a statewide level, it is estimated that up to 75 percent of court managers and/or executives will be able to retire within ten years, causing concern that the court will not meet their organizational mission for today and in the future. Through a collaborative effort involving several counties, Fresno served as the lead court in the implementation of a management training and development program of *Succession Planning*.

Succession Planning involved the identification of five executive core qualifications and 27 *competencies*, all considered necessary for successful performance in management positions. In addition, an in-depth 360-*Assessment* used to identify strengths and gaps in 27 competency areas, was completed by court staff from seven counties. Finally, based upon the results of the assessments, staff was encouraged to participate in training programs that will assist them in closing gaps within challenge areas, and giving them an opportunity to move into management positions.

**Court:** Fresno Superior Court (*Kleps Award Winner*)  
**Project:** Spanish Self-Help Center: *Centro de Recursos Legales* and Interpreter Development  
**Contact:** Patty Wallace, Grants Manager  
**Phone Number:** (559) 443-5560  
**E-mail Address:** pwallace@fresno.ca.gov

Fresno County has experienced a 48.6 percent growth in the Hispanic population since 1990. In terms of total population, Hispanics now comprise 44 percent of the total. The self-represented Spanish litigant is confronted with a lack of understanding of court procedures, as well as the inability to communicate effectively with court staff leaving little doubt that a challenge exists for the Court in providing equal access for the Spanish pro per litigant. In an effort to provide equal access to all citizens, this project assists the underserved Spanish pro per litigant by offering educational information and language assistance through a Spanish self-help center, *Centro de Recursos Legales* that provides:

- Daily access to Spanish language simple self-help instructions for:  
Family Law - Unlawful Detainer - Civil Harassment - Guardianship
- Interpreter assistance in court.
- Review of court documents by a court examiner.
- Access to Family Law clinics.

**Court:** Kern County Superior Court  
**Title of Project:** Leadership Academy 2002  
**Contact:** Kathleen Kress, Court Projects Manager  
**Phone Number:** (661) 868-2602  
**E-mail Address:** [kathleenkress@co.kern.ca.us](mailto:kathleenkress@co.kern.ca.us)

Leadership Academy 2002 is a systematic leadership development program for lead workers likely to promote to supervisory positions. Many incumbent supervisors are poised to retire within the next five years, a succession planning issue facing most California courts. Their replacements are likely to be promoted from the ranks of lead staff who are technically proficient, but not well-trained in supervisory and administrative skills. A collaborative venture between the court and Bakersfield College, Leadership Academy 2002 was a pilot project funded by a one-year \$17,000 grant from the Administrative Office of the Courts.

**Court:** Monterey Superior Court  
**Project:** Teresa's Day (Law related education program)  
**Contact:** Victorian Lynch, Management Analyst II  
**Phone Number:** (831) 775-5475  
**E-mail Address:** [Victoria.lynch@monterey.courts.ca.gov](mailto:Victoria.lynch@monterey.courts.ca.gov)

Teresa's Day is a collaborative project presented by the Superior Court of Monterey County, the Monterey College of Law and the Community Foundation of Monterey County. The program offers local high school seniors an interactive justice system course. The materials provided to the schools by the Court include a 15-minute video and Teacher's Guide with student exercises and handouts. The Teresa's Day program can easily be incorporated in whole or part into any high school government curriculum. One component of the Teresa's Day course is a visit to the classroom by a judge, district attorney, public defender, and/or probation officer. Other components include teacher-lead classroom discussions and role-playing with six exercises, presentation of the video 'Teresa's Day', and a courtroom visit to observe a live court session.

**Court:** San Joaquin Superior Court  
**Project:** Asistencia Latina de Violencia Domestica (ALVD)  
**Contact:** Leanne Kozak, Public Information Officer  
**Phone Number:** (209) 468-8120  
**E-mail Address:** [lkozak@courts.san-joaquin.ca.us](mailto:lkozak@courts.san-joaquin.ca.us)

ALVD is a comprehensive program designed to create a mosaic of resources uniquely combined to answer

the socio-cultural challenges of domestic violence in the Hispanic community. In a culturally and linguistically appropriate manner, ALVD addresses the many complex issues that these families face. The ultimate achievable goal is to enable offenders to function in the community without returning to the criminal justice system.

The critical component of ALVD is a case management style of intensive judicial oversight, client contact, and counseling, coupled with frequent random drug testing. This approach allows close monitoring of the batterer's progress, and it safeguards the victims and other family members. The program succeeds because it is a multi-agency collaboration, which facilitates participant placement in specialized treatment regimens that address each of their problem areas, including substance abuse, domestic violence, and mental illness, while connecting them with community services for long term support. Other services include immigration assistance, education, job/vocational training, housing, and family counseling with possible reunification.

**Court:** San Mateo Superior Court  
**Project:** Bridges Day Treatment Program  
**Contact:** Jill Selvaggio, Management Analyst  
**Phone Number:** (650) 599-1519  
**E-mail Address:** [jselvaggio@sanmateocourt.org](mailto:jselvaggio@sanmateocourt.org)

The Bridges Day Treatment Program, launched in 1999, is the highest level of intervention in San Mateo's drug court continuum. It is for multiple serious offenders who are facing at least six months incarceration for their crimes and may be facing state prison.

Bridges is a post-adjudication program. The program is structured in three phases, each of which integrates court oversight, probation monitoring, case management, addiction treatment, and support services. Bridges not only promotes abstinence, but also provides participants with the skills and resources they need to develop a healthy lifestyle, gain employment, complete their education, and learn how to make appropriate decisions.

Bridges has shown outstanding success in reducing recidivism and substance use among participants. Nearly 200 participants are served annually.

**Court:** San Mateo Superior Court (*Kleps Award Winner*)  
**Project:** EZ Legal File Services Bureau  
**Contact:** Jill Selvaggio, Management Analyst  
**Phone Number:** (650) 599-1519  
**E-mail Address:** [jselvaggio@sanmateocourt.org](mailto:jselvaggio@sanmateocourt.org)

The EZLegalFile Service Bureau offers an internet-based, interactive Judicial Council form completion program to all courts in California. The Service Bureau was developed in response to requests from other Superior Courts to provide San Mateo's highly successful interactive forms program to self-represented litigants throughout the state. The interactive forms completion program assists self-represented litigants with completing the required Judicial Council forms for their Family Law, Small Claims, or Unlawful Detainer issues.

To date, twelve Superior Courts have joined the EZLegalFile Service Bureau and offer EZLegalFile services to self-represented litigants. The participating courts represent over twenty percent of the California state population. San Mateo was recently awarded an AOC grant to expand the number of EZLegalFile partner courts to twenty-four. As of June 2002, more than 15,000 litigants throughout California have completed

their forms using EZLegalFile.

**Court:** Solano Superior Court  
**Project:** Guardianship Video Project  
**Contact:** Claudia Archer, Court Services Program Manager  
**Phone Number:** (707) 421-7874  
**Email Address:** [carcher@solanocounty.com](mailto:carcher@solanocounty.com)

Our Court created a video to help self-represented litigants trying to establish probate guardianships through the court system. The video provides an overview of the process from start to finish, including:

- Alternatives to guardianship;
- Completion and filing of forms;
- Service of process (who to serve and methods of service);
- Going to court.

The video explains the differences between temporary and general guardianship, as well as guardianship of the person and estate. The video was created so that it can be used in all courts in California. There is no mention of exact dollar amounts of filing fees or procedures specific only to Solano County. Every court in California was provided with two courtesy copies of the video. The tape is available for viewing by the public at the Court Investigator's office, Family Law Facilitator and all local libraries in Solano County.

**Court:** Sonoma Superior Court  
**Project:** Student Shadowing Program  
**Contact:** Denise L. Gordon, Court Executive Officer  
**Phone Number:** (707) 565-1161  
**E-mail Address:** [dgordon@sonomacourt.org](mailto:dgordon@sonomacourt.org)

The Student Shadowing Program is a 12-week program designed to educate high school students about the court and justice system. Students are accompanied by a court employee who acts as the group facilitator and takes the students around to visit a different court division each week. The students get to attend trials and hearings. They receive background information on cases, meet with the judges following the courtroom visits so that they may ask questions about the cases or of the judges. They also tour holding facilities and witness the jury selection process and wrap up the 12-week session with a mock trial. About 5 to 11 students participate each semester and are asked to keep a weekly log of their impressions and write a review or short paper for presentation during their "graduation" luncheon. During this luncheon they gather with the judicial officers that they've met through the process. Students have found this to be a tremendous educational experience and one that they will remember long into their adult lives. Student essays and reflections are included in the program binder that will arrive under separate cover.

**Court:** Stanislaus Superior Court  
**Project:** Resumption Plan  
**Contact:** Linda Romero Soles, Deputy Executive Officer  
**Phone Number:** (209) 525-7794  
**E-mail Address:** [Linda.Romero-Soles@stanct.org](mailto:Linda.Romero-Soles@stanct.org)

The Stanislaus Superior Court Administrative staff researched information and attended seminars regarding security/emergency procedures and Resumption planning since the September 11' 2001 World

Trade Center tragedy. After attending a conference in April 2002 and realizing that most of the courts in the United States do not have a resumption plan in place it was the goal of this court to ensure that we start educating our employees on the resumption process and develop a plan

**Court:** Ventura Superior Court (*Kleps Award Winner*)  
**Project:** Tip of the Day Radio Program  
**Contact:** Robert Sherman, Deputy Executive Officer  
**Phone Number:** (805) 654-2964  
**E-mail Address:** robert.sherman@mail.co.ventura.ca.us

“Tip of the Day” is a program of Spanish-language public service radio announcements initiated in mid-2002 as a form of community outreach for the court’s no-cost Self-Help Legal Access Centers. Announcements lasting approximately five minutes are made live in Spanish Monday through Friday at 10:30 a.m. on KOXR radio station. Topics are chosen from questions that have previously been raised by people seeking help at the centers. Each tip is intended to provide general information to the community while also informing citizens of the wide range of services and programs offered by the court.

Since the program was implemented, the number of people seeking assistance at the Self-Help Legal Access Center in the predominately Spanish-speaking La Colonia neighborhood of Oxnard has more than doubled. Many have noted that they became aware of the center’s existence due to the “Tip of the Day” radio program.

**Court:** Ventura Superior Court  
**Project:** Superior Court Intranet  
**Contact:** Robert Sherman, Deputy Executive Officer  
**Phone Number:** (805) 654-2964  
**E-mail Address:** robert.sherman@mail.co.ventura.ca.us

The Superior Court Intranet provides a central location where staff of the Superior Court of Ventura County can quickly and easily access information relevant to their duties and responsibilities in serving the public and their employment with the court. From any workstation, staff can assist the public with questions by accessing local rules of court, bail schedules, AOC and local phone lists, court panels and rosters, and the court web site. They can also view tips and procedures for using the court’s case management systems; procedure manuals for each court unit; human resources MOAs, rules and regulations, training schedules and employment opportunities; past annual reports, newsletters, and press releases; post queries on the Discussion Forum message board; and read current court news.

The Intranet resembles a web site, however the information is secure and only accessible to court staff. It benefits not only court staff but enables them to serve the public more efficiently and effectively.

#### **Category 4 (50 + AJP)**

**Court:** Los Angeles Superior Court (*Kleps Award Winner*)  
**Project:** Teacher’s Courthouse Seminar  
**Contact:** John A. Clarke, Court Executive Officer  
**Phone Number:** (213) 974-5401  
**E-mail Address:** jclarke@lasuperiorcourt.org

The Teachers' Courthouse Seminar brings high school government teachers to a local courthouse for a one-day, interactive observation of the criminal justice system. The purpose is to provide teachers with accurate information about the trial courts, and about their function in the criminal justice system, so that the teachers can more effectively educate their classes about the judicial branch of government. The program also provides educational materials about the courts that teachers can use in their classrooms. These include an interactive CD-ROM, titled *The Court in Action: Spotlight on the Criminal Justice Process*, which helps high school teachers to explain the work of the criminal courts to their government classes.

**Court:** Los Angeles Superior Court  
**Project:** New Judge Orientation (NJO)  
**Contact:** John A. Clarke, Court Executive Officer  
**Phone Number:** (213) 974-5401  
**E-mail Address:** jclarke@lasuperiorcourt.org

The Los Angeles Superior Court's (LASC's) New Judge Orientation (NJO) is an innovative educational tool that features informal "one-on-one" video discussions in which experienced judges share insights, practical information, and anecdotal advice to help their newly appointed or elected colleagues make a fluid transition from lawyer to judge. Available as a web site and as a CD-ROM, NJO gathers into one accessible location resources that address the concerns and issues that a new judge is likely to face. It accomplishes this with a friendly and dynamic lesson plan that combines video interviews with supplemental documents, resource materials, important phone numbers, and reference links. Whether a new judge seeks information on personal security, courtroom management, the structure of the judiciary, or educational opportunities, he or she will find a wealth of information in the NJO. Developed at the request of the Presiding Judge, NJO has been distributed to over 200 judicial officers thus far, providing valuable assistance in the beginning of their judicial careers.

**Court:** Orange County Superior Court  
**Project:** Domestic Violence Coordination Team  
**Contact:** Leslie Howard, Domestic Violence Judicial Assistant  
**Phone Number:** (949) 249-5175  
**E-mail Address:** Lhoward@occourts.org

The Domestic Violence Coordination Team (DVCT) created and supervised by Hon. Pamela Iles started as a pilot program in 1998 as an extension of the Family Violence Court which handles domestic violence, child abuse and elder abuse cases from arraignment through close of probation.

Borrowing concepts from the Drug Courts, the DVCT was established to supervise families with children, usually for a minimum of one year following the disposition of the criminal case. The DVCT provides services and assistance to those families with children including but not limited to:

- Screening the children for therapy/providing links to programs
- Screening/referring offenders with substance abuse issues into appropriate treatments
- Guiding and supporting the principal victim during this critical period

Services for the DVCT are supplied primarily by county agencies from existing programs and resources that were brought together and coordinated to form an interdisciplinary supervision team.

**Court:** Orange County Superior Court  
**Project:** Interactive Community Assistance Network (*I-CAN!*) (*Kleps Award Winner*)



**Contact:** Jeannette McSkane, Division Director-Management Services  
**Phone Number:** (714) 834-5316  
**E-mail Address:** [jmcskane@occourts.org](mailto:jmcskane@occourts.org)

The Interactive Community Assistance Network (*I-CAN!*) project is a network of web-based legal services and interactive kiosks that provides self-represented litigants with easy access. *I-CAN!*'s multilingual, interactive and tutorial modules enable self-represented litigants to create properly formatted pleadings and complete legal forms using a touch screen or web interface. Users are able to obtain immediate technical assistance from Legal Aid staff by using Internet phone technology that has been integrated into *I-CAN!*. Currently, 13 modules are available in English and Spanish, and 5 in Vietnamese. *I-CAN!* has helped to demystify the court process and procedures. The project, implemented in 2000 in partnership with the Legal Aid Society of Orange County, has been funded through federal, state and local grants.

The *I-CAN!* system is currently in use in 9 California counties and is proposed for use in 7 additional California counties. Courts in the states of Oklahoma, Massachusetts and Virginia have *I-CAN!* projects funded, and New York, Minnesota and the District of Columbia courts have applied for funds to implement *I-CAN!*.

**Court:** Riverside Superior Court  
**Project:** Pro Per Tuesday Program  
**Contact:** Commissioner Sherrill A. Ellsworth  
**Phone Number:** (909)766-2305  
**E-mail Address:** [sellswor@co.riverside.ca.us](mailto:sellswor@co.riverside.ca.us)

The "Pro Per Tuesday" Program is a family law specialty court for self-represented litigants. All cases in which one or both parties are self-represented are redirected to a pro per-only calendar on Tuesdays. This specialized calendar, facilitated by a judicial officer and select court staff, addresses the purpose of the litigants' visit as well as helps to attend to some of their underlying issues and/or needs (e.g., domestic violence intervention services, drug/alcohol treatment, etc.). While the judicial officer is on the bench, a "Pro Per Team" is in the courtroom providing on-the-spot assistance and making referrals to community resources as needed. This comprehensive assistance and adjudication session provides the litigants with the necessary help, resources, and legal guidance so that they can resolve their own issues that same day, which lessens the litigants' need to return again and again to court, and it reduces the court's workload and maximizes resources.

**Court:** Riverside Superior Court  
**Project:** Financial Services  
**Contact:** Ms. Lynne Vokak, Court Operation Manager  
**Phone Number:** (909) 955-5536  
**E-mail Address:** [lvokac@co.riverside.ca.us](mailto:lvokac@co.riverside.ca.us)

The Financial Services Division is a centralized program operated by court personnel from every court facility in Riverside County. The Program effectively monitors all court-ordered monetary sanctions by

utilizing a variety of collection techniques and innovative technologies to: 1) evaluate the finances of court debtors; 2) determine their ability to pay; 3) set time payment arrangements/payment plans; 4) make recommendations to the court regarding fee waivers; and 5) work directly with clients, acting as an extension of the bench, to vigorously pursue appropriate collection activities.

Through this program, the appropriate enforcement of court-ordered monetary sanctions is guaranteed and the same access to and level of services is offered to all court clients, regardless of economic status.

**Court:** Sacramento Superior Court  
**Project:** Statewide Small Claims e-Filing  
**Contact:** Doug Kauffroath, MIS Director  
**Phone Number:** (916) 874-8007  
**E-mail Address:** [doug.kauffroath@saccourt.com](mailto:doug.kauffroath@saccourt.com)

With the need to provide additional service to court customers throughout the State of California, the Sacramento Superior Court has developed the Statewide Small Claims E-Filing (Statewide SCEF) program supported by a grant from the Administrative Office of the Courts (AOC). This program will provide all courts within the State of California the opportunity to provide electronic filing for their Small Claims program at minimal cost to the participating court.

Sacramento Superior Court will host the Statewide Small Claims E-Filing program and provide general management and oversight, including maintaining the Internet site, application, and the primary Internet accounts required for e-filing. Each participating court is responsible for their own Small Claims operation, including processing the claims and reconciling the financials.

**Court:** Sacramento Superior Court  
**Project:** Court Position Control System (CPC)  
**Contact:** Doug Kauffroath, MIS Director  
**Phone Number:** (916) 874-8007  
**E-mail Address:** [doug.kauffroath@saccourt.com](mailto:doug.kauffroath@saccourt.com)

Court Position Control (CPC) is a 3-tier web-based application that enables the Court to efficiently manage its positions and organizational structure. CPC works with the county-owned implementation of SAP, called COMPASS, to receive data regarding people, positions, and related financial data. CPC is designed to be a portable solution that can be used with any enterprise resource planning system (i.e. SAP, PeopleSoft, etc.).

The application enables the Court to enter and maintain information such as PECT allocation, cost center assignment, and organizational structure. CPC provides Court managers and supervisors with reports to manage the organization. CPC also provides work queues from which the Payroll and Finance Units maintain the information. It also enables Finance to generate the Schedule 7a by providing extracts containing historical and current person and position data.

**Court:** San Bernardino Superior Court  
**Project:** ISYS  
**Contact:** Debra Meyers, Director of Counsel Services  
**Phone Number:** (909) 387-0209  
**E-mail Address:** [dmeyers@courts.sbcounty.gov](mailto:dmeyers@courts.sbcounty.gov)

ISYS is a networked computer program, which allows any authorized San Bernardino County Superior Court

user to search any of the prior 30,000 internal research memoranda prepared by the Court's research attorneys by case name or any other key words. By accessing ISYS, a user can obtain historical information, legal analysis and recommendations, and other valuable information concerning earlier cases that may assist the user in analyzing or disposing of a pending case or legal issue. Prior to the implementation of ISYS, research memoranda were maintained on the hard drive of the authoring attorney's computer, to which no other research attorney or bench officer had access. Sharing of research was therefore extremely difficult and sometimes resulted in duplicative research or inconsistent recommendations. Implementation and use of ISYS has greatly improved access to this expansive bank of research, which, in turn, has facilitated more consistent research, expedited research and saved research attorney-hours.

**Court:** San Francisco Superior Court  
**Project:** Archived Court Reporters Notes Program (ACORN)  
**Contact:** Lynn Oto, Managing Reporter  
**Phone Number:** (415) 551-3775  
**E-mail Address:** loto@sftc.org

Using the ACORN program, court reporters store their steno notes via electronic media, eliminating the need for storage of paper notes.

ACORN runs on a high-speed, secure UNIX server that acts as the notes' archival host server. Access to this server is highly secure and limited to those with a valid CSR number and authorized password. San Francisco Superior Court was instrumental in developing and implementing a system that allows reporters to upload and retrieve their raw steno notes, dictionaries and text files from their home or office. Reporters are also able to review files they have uploaded immediately by accessing the server using their standard web browser and preassigned user I.D. and password. This website provides the user with immediate feedback as to the size and names of the files uploaded, for verification that the transmission/upload was successful. This allows the reporters to manage their own files, 24/7.

**Court:** San Diego Superior Court  
**Project:** Using Project management to Enhance Court Services  
**Contact:** Carol Conner, Special Projects Manager  
**Phone Number:** (619) 515-8341  
**E-mail Address:** carol.conner@sdcourt.ca.gov

In an era of diminishing resources, courts must be able to develop and implement innovative projects and programs to help fulfill business and customer service initiatives. Critical to success of these initiatives, both large and small, is completion of a quality product or project on schedule and within budget.

Through a 2001 Judicial Administration Efficiency and Modernization Grant, San Diego Superior Court designed and developed a 'total' project management training package tailored specifically to the court environment. The training programs included a half-day overview for court leadership and managers, and an intensive two-day training for those who desired or required more in-depth training. And most importantly, a train-the-trainer program was created. To-date, 107 personnel have received the training. It was offered in June/July 2002, and due to demand, again in June 2003. A complete curriculum package, including a trainers' handbook is available.

**Court:** San Diego Superior Court  
**Project:** Youth in Court

**Contact:** Virginia S. O'Brien, Community Outreach  
**Phone Number:** (760) 806-6908  
**E-mail Address:** Virginia.obrien@sdcourt.ca.gov

Beginning in 2002, the North County Division of the San Diego Superior Court (SDSC) and the Bar Association of Northern San Diego have worked together on a formal program to host over 2,000 students at an annual Youth in Court program held in conjunction with Law Week. In the morning, elementary and middle school students, adult teachers and chaperones learn about the legal system and the administration of justice using On My Honor educational mock trial programs. The afternoon brings students from local high schools and colleges to our Legal/Court System Career Fair and trial and sentencing reenactments on themes pertinent to young adults. Other educational topics such as 'On Becoming 18' and forensic science presentations are offered in break-out sessions. An event planning guide, sample schedules and flyers have been prepared to assist any court interested in replicating this or similar programs.

**Court:** Santa Clara Superior Court  
**Project:** Self-Service Website  
**Contact:** Hannah Barletta, Director, Information Services  
**Phone Number:** (408) 882-2801  
**E-mail Address:** hbarletta@sct.co.scl.ca.us

The Santa Clara Superior Court initiated its Self-Service Center website [www.scsself-service.org](http://www.scsself-service.org) in 2001, as part of its court-wide long-range strategic planning effort. This effort identified the need to increase accessibility to court services for self-represented litigants and others by providing information to the public in a form not currently provided by the Court. To address this access need, the Court embarked on a broad project to provide enhanced services to self-represented litigants. The information is intended to help the litigant help himself effectively use the Court. The website provides information on how Civil, Small Claims, Family, Probate, Juvenile, Criminal and Traffic matters are handled in the Court. Additionally, general information regarding the Court hours and locations is provided. The general layout of the website was developed to ensure ease of use, and is consistent throughout the site. For example, the subject area sections of the website begin with a description of the types of information provided in that section and the type of activity the user can learn about.

**Court:** Santa Clara Superior Court  
**Project:** Judicial Attendance Record Keeping System  
**Contact:** Marvin Bell, Assistant Finance Director  
**Phone Number:** (408) 882-2871  
**E-mail Address:** mbell@sct.co.scl.ca.us

The court's Finance Division developed a recordkeeping mechanism for managing judicial officers' vacation and leave requests. Following unification and the resulting increase in the size of the Court, it had become increasingly difficult for the Presiding Judge to approve leave requests and maintain an accurate record of leave balances using the existing manual process. The Finance Division addressed this issue by creating a group of Microsoft Excel spreadsheets that provide both detail and summary information to the Presiding Judge to streamline the leave approval process and to ensure that judicial vacation/leave records are kept in a timely and efficient manner. This was an in-house effort that required no special funding, and is based upon readily available technology that may easily be replicated in other jurisdictions.

## Category 5 (Appellate Courts)

**Court:** Court of Appeal, Fifth Appellate District  
**Project:** The Courts as Curriculum (*Kleps Award Winner*)  
**Contact:** Kay Frauenholtz, Assistant Clerk/Administrator  
**Phone:** (559) 445-5491  
**Email address:** [kay.frauenholtz@jud.ca.gov](mailto:kay.frauenholtz@jud.ca.gov)

The "Courts as Curriculum" program involved extensive collaboration with judges, attorneys, schools, and the media working together to create a unique educational experience. "Courts as Curriculum" can be adapted to various court and educational settings. Although the Fifth Appellate District has held sessions and educational components in most of its outlying counties, this program was held in conjunction with the Supreme Court's first-ever visit to Fresno. This event initiated an unprecedented outreach program. The oral argument calendar on October 8, 2002, was televised and served as a civics lesson for thousands of high school and law students. The Fifth District brought in student representatives from every county within the Fifth District's jurisdiction and, through the use of technology, the lesson was carried to students and the public throughout California and into the future.

**Court:** Court of Appeal, Fourth Appellate District, Division One  
**Project:** The California Court of Appeal *Step by Step* Civil Appellate Practices and Procedures Manual for the Self-Represented (*Kleps Award Winner*)  
**Contact:** Stephen M. Kelly, Clerk/Administrator  
**Phone Number:** (619) 645-2762  
**E-mail Address:** [steve.kelly@jud.ca.gov](mailto:steve.kelly@jud.ca.gov)

In order to provide equal access to the court and improved ability to participate in court proceedings as well as enhance the public's understanding and use of the court system, this project is a manual for self-represented litigants who are undertaking an appeal with instruction on how to proceed in the Fourth Appellate District, Division One. The manual is available electronically to all California appellate courts and can readily be modified to describe individual variations in each court's procedure. The appendix provides a wealth of forms and samples to assist the user. The manual is presently being used as a text in a course on appellate practice for the self-represented given by the San Diego County Public Law Library. It is available in a print version, free of charge, and it is on the court's website.